

## NC-TOPPS September 20 Conference Call Agenda

### **Participants**

Beacon Center: Becky Brice

CenterPoint: John Coble

Crossroads: Teresa Caudle

Cumberland: Rose-Ann Bryda and April Chambers

Durham Center: Lena Klumper and Bill Smith

East Carolina Behavioral Health: Dean Byrum and Susan Massey

Five County: Jim Kinnan

Johnston: Janet Bentley

Mecklenburg: Paula Cox

Mental Health Partners: Wendy Powers

OPC: Michael Norton

Pathways: Janet Noblett

PBH: Kelly Shepherd Ingram and Reid Thornburg

Sandhills: Andy Smitley

Southeastern Center: Diocles Wells

Southeastern Regional: Paula Mauney

Wake County: Tammy Bonas

Western Highlands: Kris Booker and Leslie Kingsbury

Division MHDDSAS: Becky Ebron

NCSU Center for Urban and Community Affairs (CUACS): Donna Hughes, Jaclyn Johnson and Kathryn Long

NDRI (National Development and Research Institutes, Inc.): Marge Cawley

### **LME NC-TOPPS Questions or Concerns**

- Question: Is there a way to put the Disability Population Group somewhere on the Updates Needed and Individual Report?

Answer: Yes, this will be added, but not sure when our programmer can get it to it.

- Question: Has there been a change requiring NC-TOPPS for those consumers receiving only basic benefits? Cumberland LME is undergoing a mental health block grant audit and we were told that NC-TOPPS interviews are required for consumers receiving only basic benefits.

Answer: Becky contacted the Accountability Team and the reviewers are aware of when NC-TOPPS is and is not required. Becky will follow up with the LME that raised the issue.

- Question: OPC, Southeastern Regional and Cumberland LMEs questioned why some Updates needed are on Updates Needed List. Several past due updates are showing up on the list really late and in some cases Updates have been completed.

Answer: It was suggested that selecting the wrong update can throw off the schedule of the Update Needed List. Jaclyn asked those with the problem to check to see if the wrong Update was selected. Then, they should email the help desk explaining the problem and providing appropriate information for the help desk staff to correct the Updated Needed List.

### **October 18<sup>th</sup> Meeting will be with Providers**

- The October 18<sup>th</sup> call will include providers. Agenda topics will be: NC-TOPPS Questions or Concerns and Demonstration of New Outcomes at a Glance dashboard. The new Outcomes at a Glance will include Statewide, LME and Provider Agency data. Version 2 of the Outcomes at a Glance is planned to be implemented soon.
- We will use internet, GoToWebinar, and telephone connection for the meeting. The GoToWebinar and telephone number will allow up to 100 participants.

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- Details of browser requirements, URL address and telephone number will be sent out to LME contacts next week. We would like everyone to test the GoToWebinar site so we all are ready to begin at 1:30 on the 18<sup>th</sup>.
- A brief summary of the Outcomes at a Glance version 2.0 was provided. Version 2.0 is similar to the current version, but with a few design differences. Besides statewide and LME data on the current measures in the dashboard, data will be provided for providers. For display of provider agency data there will need to be at least 10 cases. It appears that several providers do not have 10 cases. Version 2.0 will provide functions for customizing reports, searching for provider agencies and aggregating provider agencies under a corporate entity. Users will be able to download the chart data in csv files. As now, the new version will be available to the public.

### **Follow-up on Provider Agency Information List** (gathering NPI, Attending Provider #, Medicaid # and 9 Digit Zip Code)

- Jaclyn reminded all that the number information is needed and if anyone has questions, please contact her. She has not heard from 6 LMEs.

### **Provider Compliance Reports**

- The group was reminded that the Provider Compliance Reports similar to the LME Performance Contract Reports will be coming in October. This report will provide information on provider agencies submission of expected Updates and timeliness receipt of Updates.

### **Update on Recovery Follow up Interview (An Optional Interview Tool)**

- The Recovery Follow up Interview, a tool promoted by our 2009 Development of Useful Tools Workgroup, is scheduled to be implemented by the end of the calendar year. This interview is not required, but will be an optional tool for provider agencies to use who desire to use it to follow up with consumers after they have completed treatment. Many providers have been asking for this tool to use for accreditation purposes.
- The interview includes about 20 items recommended by the Workgroup. The format is simple with no skip patterns. It provides for documenting how and when the consumer was contacted. Additionally, space is provided for providers to ask additional questions in which they have specific interest.
- More information on the Recovery Follow up Interview will be provided closer to its implementation date.

### **NC-TOPPS User Survey**

- For your information, a user survey will be rolled out in the next month. The survey is only for users who use NC-TOPPS. A survey request popup will come on the screen requesting the user to participate.
- A formal letter from Steve Jordan, Division Director, will be sent to each LME informing them of the survey and requesting each LME inform their providers of the survey and the need for them to participate. It is anticipated that the letter will be coming in the next two weeks.
- Focus groups comprised of consumers and family members are planned to be conducted in the future to gather additional feedback.

### **Other**

- None.

**Next LME Monthly Call Meeting with Providers:** October 18, 2010, 1:30 to 2:30 p.m.